



STATE OF MONTANA DEPARTMENT OF REVENUE JOB PROFILE

Working Title

Computer Systems Analyst II

Job Code Title

Computer Systems Analyst

Pay Band

06

Job Code Number

151516

Information Technology and Processing Division

Information and Technology Services Bureau
Applications Services Unit

Fair Labor Standards Act

Non-Exempt

The Montana Department of Revenue administers more than 30 state taxes and fees; establishes values for taxable property, including agricultural land, residential real estate, commercial real estate, forest land, business equipment, railroads and public utilities; supervises the operation of the state liquor stores and agencies and administers the laws governing the sale, taxation, and licensing of alcoholic beverages; and returns unclaimed property to its rightful owners.

The Information Technology and Processing Division serves as the operational foundation for the department's business units. Through secure, up-to-date computing and processing environments the division's Information and Technology Services Bureau (IT) and Processing and Retention Operations Bureau (PRO) contribute to the department's overall efficiency in document and payment processing while ensuring confidentiality, integrity, and availability of taxpayer data, whether in paper or electronic form. In providing these services, the division enables the department to meet its business objectives and facilitates its mission to serve the citizens of Montana. The division also includes the Administrative Team. The Information and Technology Services Bureau provides application development and support services for all revenue information systems including network services to approximately 650 users from a central office in Helena and to 60 locations in the state's 56 counties. Depending on need, services are provided either with a site visit or using remote-access technologies. The IT Bureau includes the Network Services Unit and the Applications Services Unit.

Job Responsibilities

The Computer Systems Analyst II develops implements, enhances, and maintains various computer systems to ensure they meet user needs. The incumbent implements technology systems within individual work units and the department as a whole in order to meet the organization-wide goals based on state standards; current information systems standards; and best practices. The position reports the Applications Services Unit Manager and does not supervise other staff.

• System Planning and Implementation 50%

1. Researches and evaluates business processes, environments, and user objectives. Assists in establishing strategic plans for development and maintenance of various computer systems. This involves detailed analysis and evaluation of agency business processes, system specifications, associated costs, and applicable policies and procedures; consultation with users and management; and research and review of technical documentation to determine viable solutions.
2. Implements project plans and specifications for the system to provide automated solutions and alternatives to the agency's business needs. Coordinates with system contractors that are compatible, efficient, and cost effective. Information considered includes direction from senior analysts; the effects of various solutions on existing system infrastructure; other business processes and systems; and needs of agency-wide staff. Develops and maintains code for

customized programs within established timeframes to meet the goals of individual work units and departmental objectives. Identifies potential threats and liabilities to computing systems and alerts the computer security specialist.

3. Discusses and identifies project requirements and alternatives with agency staff. Participates in meetings with users to explore available options for meeting objectives. Defines major outputs of the system (on-line reports, real-time user access, etc.) by integrating requested end user outputs with application parameters. Evaluates and determines how systems and applications will interface with other existing or proposed systems, networks, and applications. Develops recommendations to management or senior level analysts on system configuration and application parameters.
4. Assesses the feasibility of various design alternatives to minimize costs and maximize benefits. Determines resource requirements for system development, implementation, testing, and maintenance. Assesses the impacts of modifications on existing systems. Identifies costs associated with various alternatives. Develops recommendations to management or senior level analysts on design approaches.
5. Provides system development, enhancement, and maintenance project support. Ensures projects are completed within established timeframes while ensuring continuity of support for agency business needs. Tracks project progress. Ensures that users and support staff understand and are adequately trained to use and support new business systems. Coordinates information exchange and system development work with external contractors and consultants. Identifies and evaluates any potential problem areas. Monitors and reports work processes and progress.
6. Recommends and assists in establishing system development and maintenance policies and procedures with supervisor, contractors, and management. Ensures overall quality, consistency, and compliance of agency-wide system development activities. Evaluates the effectiveness of existing policies and procedures; new technologies and developmental strategies; changing rules and statutory requirements; user and business process needs; and other factors. Ensures that policies and procedures represent the best interests of the department. Ensures compliance with all applicable regulations and requirements. Promotes efficiency and cost-effectiveness.
7. Recommends, develops, and incorporates customized features to the system to enhance the functionality, performance, and user environment of the agency-wide system. Develops enhancements and customized features to maximize services and user output and streamline processes.
8. Implements data conversion plans to ensure the effective and efficient migration of information between existing and newly developed systems. Evaluates data integrity, compatibility, and related issues to determine the impacts of conversion on existing data and modifies system implementation plans accordingly.
9. Performs system testing to evaluate the performance of integrated system components. Implements testing protocols, performance standards, and procedures. Guides and directs end-user tests. Monitors and evaluates test results. Determines problems or conflicts with source code, interconnectivity, and functions and operations. Implements modifications to resolve problems.

- **Technical Support 45%**

1. Delivers training programs on new system functions and operations to ensure the proficiency and competency. Develops training curricula for new and modified system operations. Assesses training outcomes and effectiveness. Modifies programs as necessary to meet the changing needs within the department.
2. Configures, installs, and performs related set-up procedures for new software and system upgrades as needed for departmental computer systems. Ensures that all machines are operating with current department software, security features, and current advances in technology. Assesses relationships with existing applications. Ensures software and hardware will integrate with new and existing systems and applications. Tests and resolves installation problems and provides direction to users on operations.
3. Responds to technical problems referred by agency management or staff users regarding network or software problems. Troubleshoots and isolates problems. Analyzes hardware and

software configurations, network components, and communication issues. Develops or coordinates solutions in-house or with contractors to correct problems. Prioritizes user support based on the significance of the application, logistics, available options to keep the system functioning, and impact on related systems.

4. Coordinates the resolution of major system problems with contractors. Provides information to contractors on agency applications.
5. Develops technical documentation to provide accurate and complete information and data related to system design, user training, technical programming, database models and related diagrams, and other system specifications. Develops, maintains, and updates user operations manuals to provide accurate and current system procedures.
6. Maintains functional and technical documentation. Researches hardware and software specifications, pricing, and availability as requested by authorized personnel. Purchases all requested hardware and software in accordance with State procurement procedures and policies.
7. Identifies inefficiencies in, and recommends changes to, IT practices, procedures, and approaches to customer service.

- **Other Duties 5%**

1. Performs a variety of other duties as assigned by the supervisor.

Job Requirements

To perform successfully as a computer system analyst, the incumbents must be self-motivated; possess a strong work ethic; maintain a positive attitude; and enjoy working with, and for, the public. The work requires skill in managing complex and varied system development and management projects; isolating and resolving advanced technical problems; project analysis; reading and interpreting technical manuals and data reports; operating various office software applications (word processing, spreadsheet, presentation, database applications, and platforms); establishing project goals, timelines, and standards; and translating technical information to varied audiences. Skills in multi-tasking; paying attention to details and accuracy; organizing multiple tasks within short and inflexible timelines; effectively interpreting policies and procedures in a wide variety of project areas; using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems; mathematics; providing timely and effective written, verbal, and interpersonal communication; customer service; conflict resolution; and following written and oral directions are also required. This position works with highly confidential financial and tax information and is required to maintain the highest level of confidentiality regarding all information acquired or used in performing this job.

The position requires advanced knowledge of the principles and practices of computer science; functional applications; proprietary languages; information systems development, enhancement, and maintenance; systems analysis, design, testing, and documentation techniques and procedures; telecommunications and information systems networking; customer service standards; data management products; and data structures and interrelationships. The position also requires knowledge of training development and delivery methods; system and network capabilities; computer operating systems, equipment, and software; databases; data management tools; and project planning and management.

- The minimum level of education and job-related work experience needed as a new employee **on the first day** of work is a bachelor's degree in computer science or closely related field and three years of job-related work experience.
 - Work experience should include installing, supporting, and operating information technology systems; troubleshooting and problem isolation; project facilitation; and end-user assistance.
 - Other combinations of education and experience will be evaluated on an individual basis.

Department Core Values

- **Respect:** As a representative of the people of Montana, proceeds with the highest level of respect for the dignity of every person contacted through work. Without exception, all people are treated as

equally as possible. The employee is a faithful steward of the resources provided to this agency by the citizens of Montana.

- **Integrity:** Conducts work honestly and makes decisions that establish a clear record that the department serves the public with integrity. Apologizes for mistakes and gives credit to others for their cooperation, work, and ideas in achieving positive results. Accountable for their actions and holds others accountable for theirs. Decisions and judgments achieve equity and justice for all parties involved including citizens and co-workers.
- **Productivity:** Consistently strives to minimize the waste of the department's financial, facilities, and human resources. Diligently works to improve the productivity and effectiveness of the work unit. Welcomes and encourages new ideas on improving the results of the department from the public, other officials, colleagues, and supervisors. Approaches work in a manner that builds goodwill, trust, and cooperation internally with other staff and externally with the public.
- **Teamwork:** Maximizes cooperation and teamwork when working with other employees, divisions, and other state agencies. Willing to work with others for the opportunity to learn from their ideas, talents, and knowledge. Seeks to resolve conflicts with other employees and work units in an open and respectful manner that reinforces teamwork. Celebrates the successes of others.

Working Conditions

Must work under time constraints, be able to maintain numerous projects at one time, and determine priorities on a daily basis. At times, the incumbent will deal with angry and difficult individuals to resolve concerns or to bring about compliance with regulations. This may cause stressful work conditions and a high degree of mental stress. As a Department of Revenue employee, the incumbent may come into contact with highly confidential financial and tax information and is required to maintain the highest level of confidentiality regarding all information acquired or used in performing this job. This position requires considerable computer and keyboard use. Work hours may exceed 40 hours per week from time to time. This position requires considerable computer and keyboard use and being seated for extended periods of time. Lifting is infrequent, less than 15 pounds and includes carrying light items such as papers and books. This job requires regular attendance as scheduled by the supervisor. This job cannot be performed at an alternate work site.

Special requirements

- **Background Examination:** Applicants for this position will be subject to a criminal background review before being considered for employment. Individual circumstances involving a criminal conviction will be reviewed to determine an applicant's eligibility for employment.
- **Compliance with All Appropriate Montana Tax Laws:** An employee's tax status must be current.

This job profile was produced by the Office of Human Resources in conjunction with the appropriate managers.

Division Administrator Review: The statements in this job profile are accurate and complete.

Signature: Margaret Kauska, Division Administrator Date: August 2010

Human Resource Director Review: The Office of Human Resources has reviewed this job profile.

Signature: JeanAnn Scheuer, Human Resources Director Date: August 2010

Employee: My signature below indicates I have read this job profile and discussed it with my supervisor.

Signature: _____

Date: _____

Name (print): _____